V-CUBE Meeting

Global Link (Option) User Manual

V-cube, Inc.

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This document is a user manual that explains how to use Global Link, which is one of the optional features of the 'V-CUBE Meeting' web conferencing system.

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REVISION HISTORY

Revision date	Contents
2014/01/07	・ Corrected check of connected data centre
2013/09/10	・ Changed Global Link logo
2013/07/26	・ Added U.S. to data centre locations
2013/01/31	・ Added an indication of connected server during use of Global Link ・ Added an indication of delay seconds during use of Global Link
2012/12/27	・ Changed Checker2 images and wording
2012/11/28	・ First version

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1 Global Link

1.1 About this Manual

This manual provides instructions on how to use the Global Link function, which is an optional feature for the V-CUBE Meeting (or 'Meeting') web conferencing system.

1.2 Global Link

Global Link is an optional feature of V-CUBE Meeting that provides a stable network environment by making connections among servers installed in various overseas locations via international leased lines.

When a customer does web conferencing, his/her computer is connected to the nearest V-CUBE data centre without he or she needing to be aware of the location where the web conference is held.

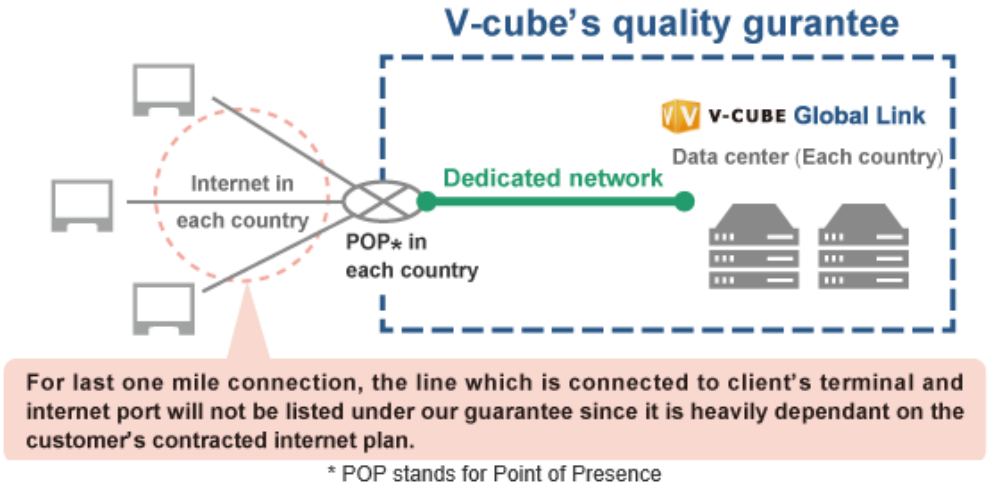
As the communications between overseas V-CUBE data centres have reliable performance, delays in and the cutting out of audio and video during web conferencing will be reduced.

1.3 Using Global Link

To use Global Link, you need to enter into an optional 'Global Link' contract. To confirm the details of the contract, please contact your sales representative.

1.4 Precautions Before Introducing Global Link and Limitations of Our Quality Guarantee

This option, unlike conventional access to our data centre using domestic internet networks, is an option to allow the smooth use of the web conference service on our own private network, which excludes the last mile network. As the last mile network is not provided by us, we can not guarantee improvements in quality and trouble-free meeting operation.


V-cube's quality gurantee
V-CUBE Global Link
Data center (Each country)
Internet in
each country
Dedicated network
POP* in
each country
For last one mile connection, the line which is connected to client's terminal and internet port will not be listed under our guarantee since it is heavily dependant on the customer's contracted internet plan.
* POP stands for Point of Presence

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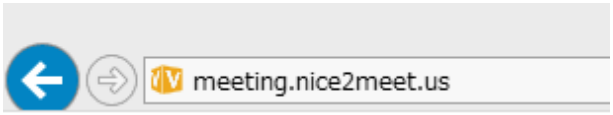
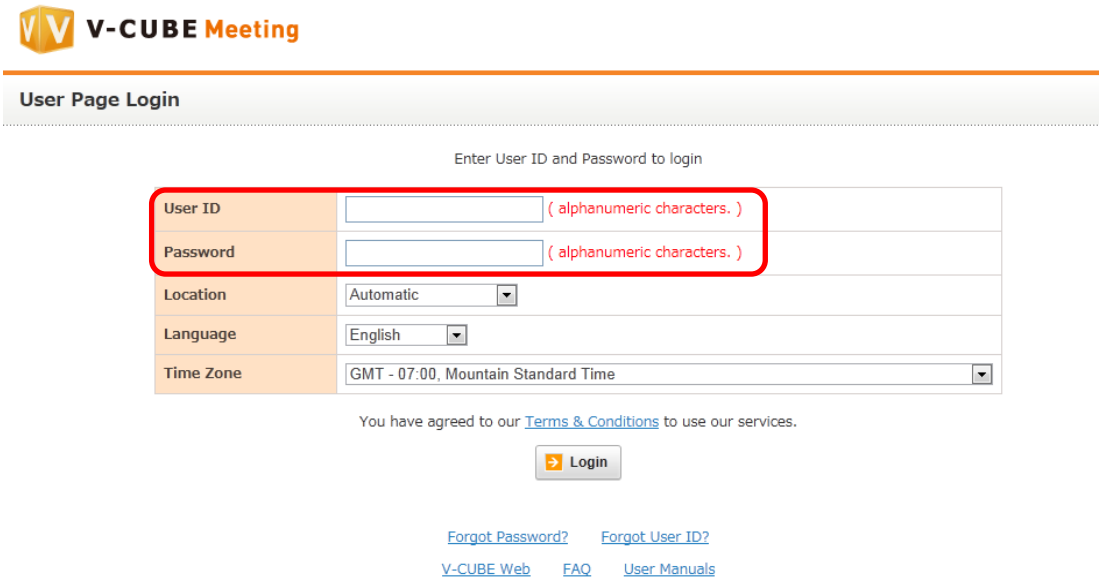
2 Logging In and Setting Location

Step 1. **Type <http://meeting.nice2meet.us> in your browser address bar to access the login page.**



Step 2. **Enter your User ID and Password.**

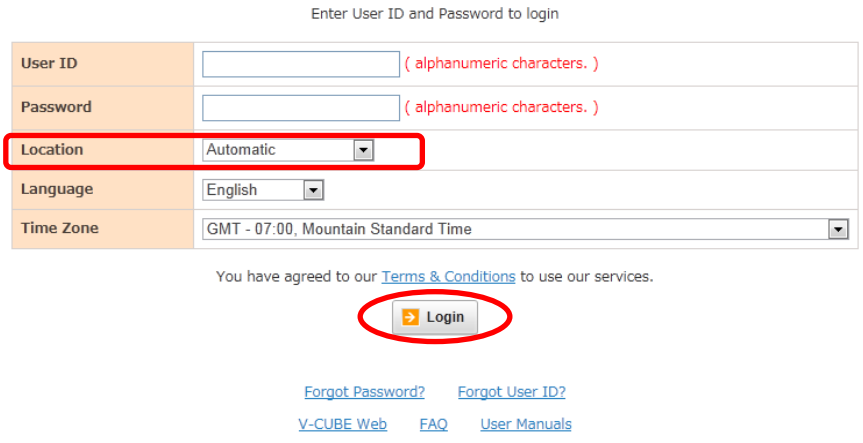
Enter your User ID and Password.



Note 1. You will receive a user ID and password allowing you to use Meeting after you have entered into a contract.

Step 3. **Set Location to Automatic and click the Login button.**

By setting **Location** to **Automatic**, your computer will be automatically connected to the nearest V-CUBE data centre. If you select a location option other than **Automatic**, your computer will be connected to the data centre at your selected location.



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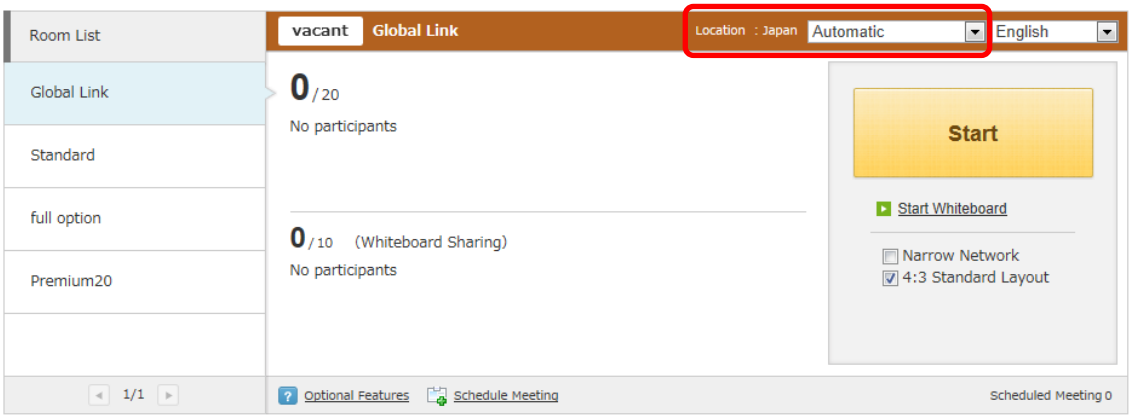
2.1 Setting of Location from Main Page

Step 1. Set Location to Automatic.

By setting **Location** to **Automatic**, your computer will be automatically connected to the nearest V-CUBE data centre. If you select a location option other than **Automatic**, your computer will be connected to the data centre at your selected location.

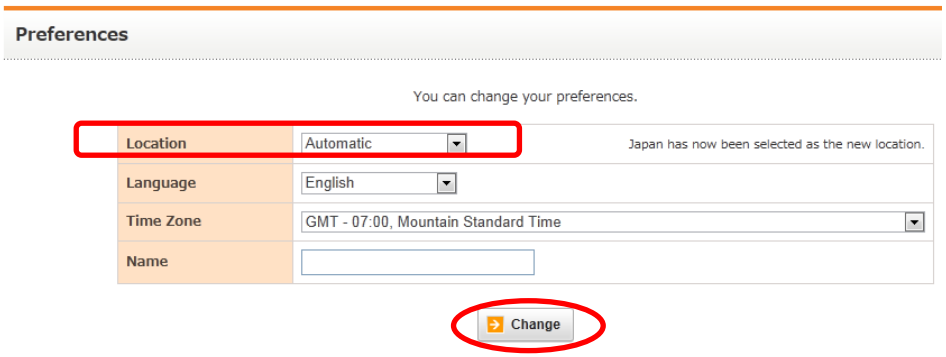


2.2 Setting of Location from Preferences

Step 1. After logging in, click the Preferences button at the bottom of the main page.

Step 2. Set Location to Automatic and click the Change button.

By setting **Location** to **Automatic**, your computer will be automatically connected to the nearest V-CUBE data centre. If you select a location option other than **Automatic**, your computer will be connected to the data centre at your selected location.



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2.3 Using Global Link from an Invitation Email

Before entering the meeting room, set the location.

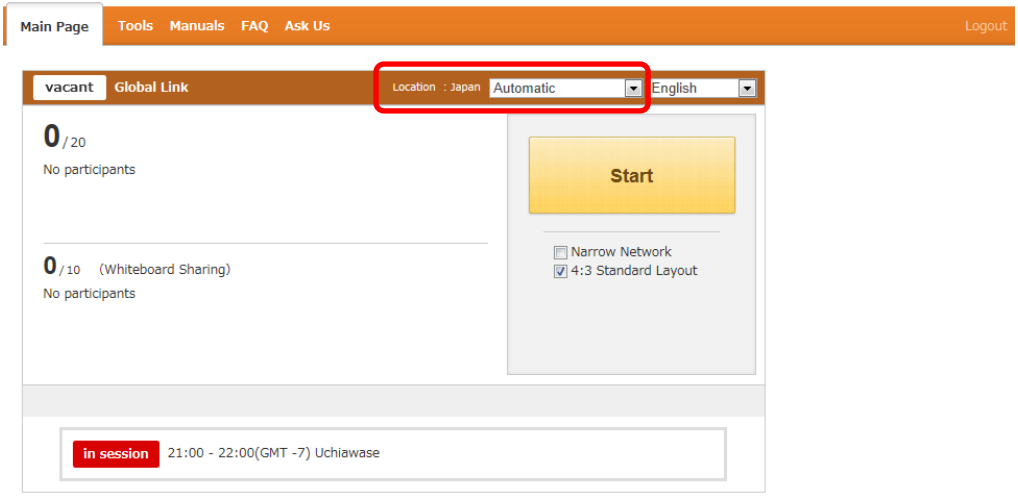
2.3.1 Setting of Location from Main Page

Step 1. **Click the URL shown in the invitation email at the time of the scheduled meeting.**

■Secured link to the Meeting Room:
<https://meeting.nice2meet.us/~~~~~~~~~~=ja>

Step 2. **Set Location to Automatic.**

By setting **Location** to **Automatic**, your computer will be automatically connected to the nearest V-CUBE data centre. If you select a location option other than **Automatic**, your computer will be connected to the data centre at your selected location.



2.3.2 Setting of Location from Preferences

Step 1. **Click the URL shown in the invitation email at the time of the scheduled meeting.**

■Secured link to the Meeting Room:
<https://meeting.nice2meet.us/~~~~~~~~~~=ja>

Step 2. **Click the Preferences button.**

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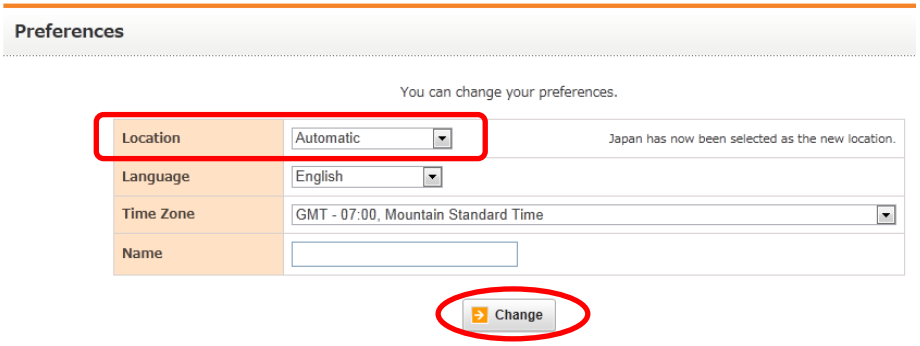
Step 3. Set Location to Automatic and click the Change button.

By setting **Location** to **Automatic**, your computer will be automatically connected to the nearest V-CUBE data centre. If you select a location option other than **Automatic**, your computer will be connected to the data centre at your selected location.



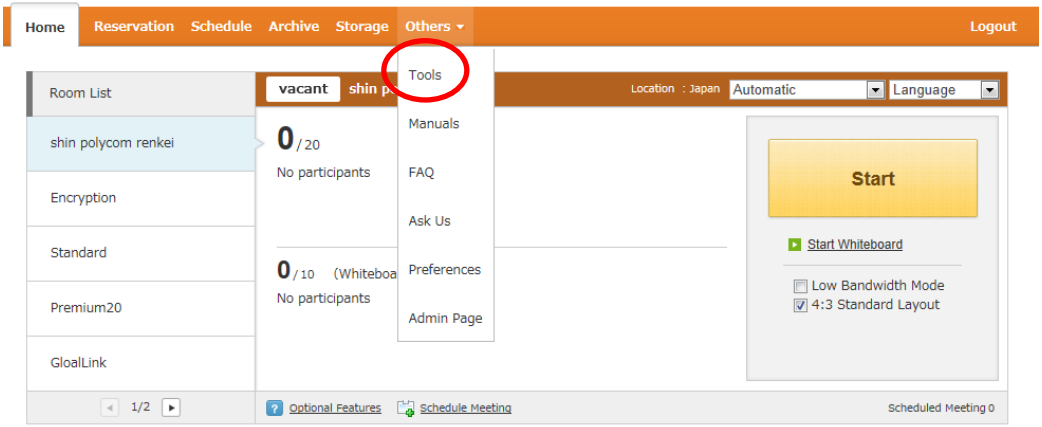
3 Before Starting a Meeting

3.1 Checking Video and Sound in Advance (Checker2)

In order that meetings go smoothly, use Checker2, the environment measurement tool, to check the computers and network environment used for the meeting. Checking the operating environment will unmute the computer's currently selected microphone and allow the participants to communicate. It will also adjust the output level of the speakers to about 80%, allowing you to hear the other participants clearly.

It is recommended that you check the operating environment before each meeting.

Step 1. Click the Tools link.



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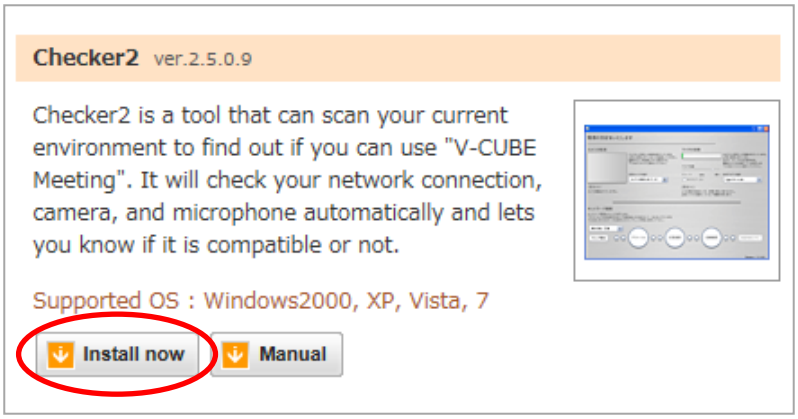
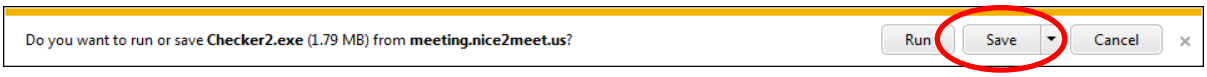
Step 2. **Scroll the page and click the Install now button in Checker2.**

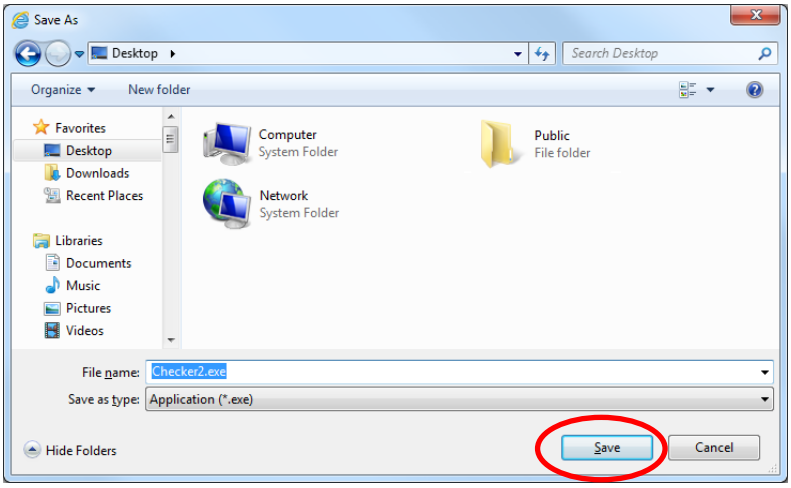

Checker2 ver.2.5.0.9
Checker2 is a tool that can scan your current environment to find out if you can use "V-CUBE Meeting". It will check your network connection, camera, and microphone automatically and lets you know if it is compatible or not.
Supported OS : Windows2000, XP, Vista, 7
Install now
Manual

Step 3. **Click Save.**

Note 1. You can click the **Run** button to run this application, but it is recommended that you click the **Save** button to save it on your computer if you use this application many times.

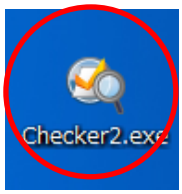


Step 4. **Select the location that the Checker2 file will be saved on your computer and click the Save button.**



Step 5. **Connect the camera and headset (or speakerphone) to the computer.**

Step 6. **Double-click the saved Checker2 to launch it.**



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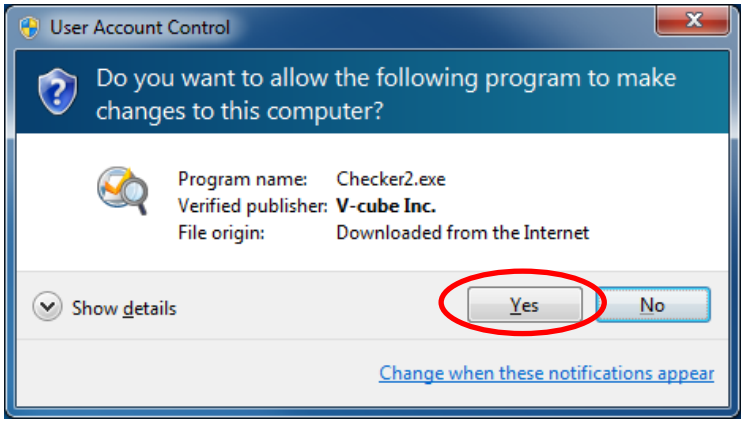
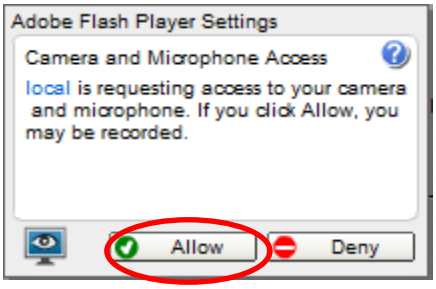
Step 7. **Click the Yes button in the dialogue box.**


User Account Control
Do you want to allow the following program to make changes to this computer?
Program name: Checker2.exe
Verified publisher: V-cube Inc.
File origin: Downloaded from the Internet
Show details
Yes
No
Change when these notifications appear

Step 8. **Click the Allow button in the Adobe Flash Player Settings dialogue box.**

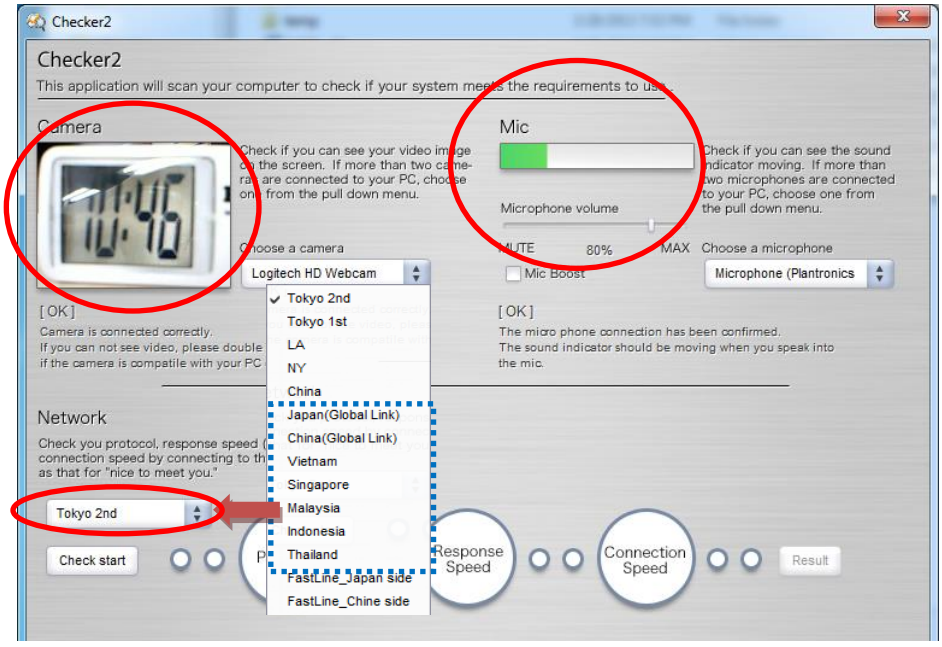
Note 2. This will allow you to capture video from the camera and sound from the microphone. If you click the **Deny** button, you will not be able to use the video and sound services.


Adobe Flash Player Settings
Camera and Microphone Access
local is requesting access to your camera and microphone. If you click Allow, you may be recorded.
Allow
Deny

The checker starts up.

Step 9. **Check whether the camera and microphone can capture video and sound, and select the data centre to connect to from the server list in Network.**

Note 3. Select your own country, **Japan(Global Link)**, or **Singapore** from within the blue dotted line.



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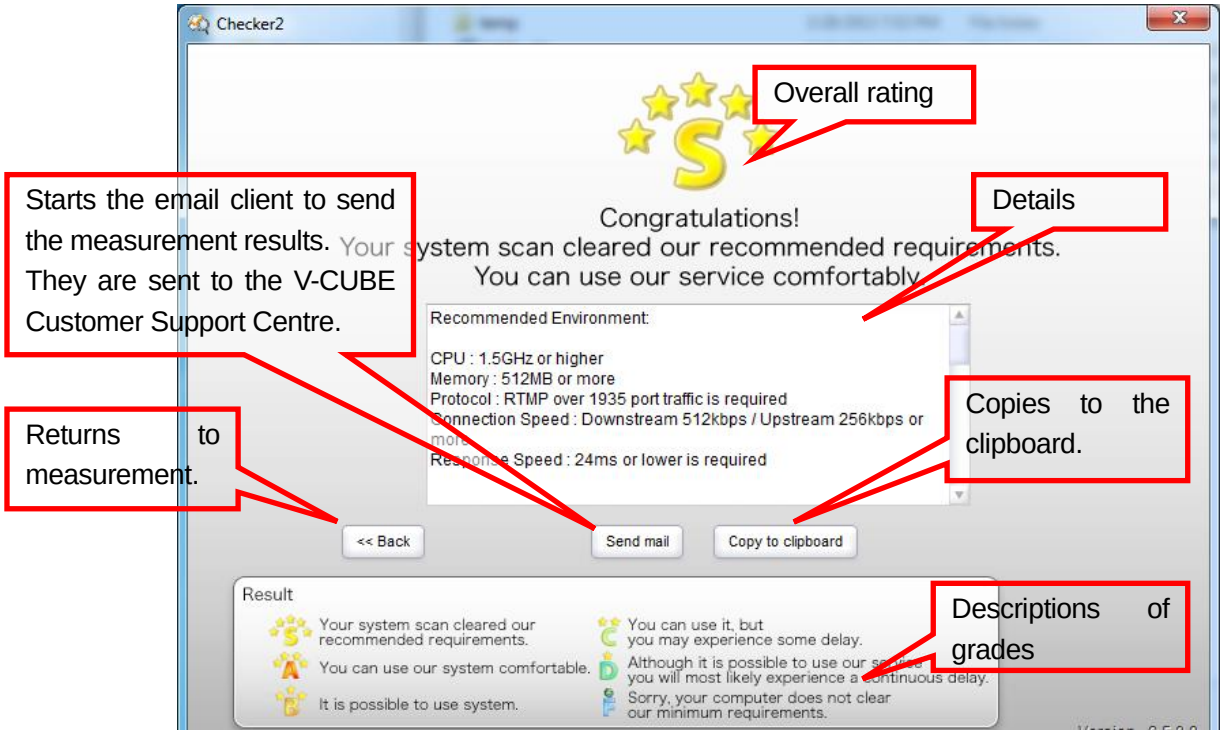
Step 10. **To check your network environment and computer environment, click the Check start button at the lower left of the window.**

Step 11. **Click Result.**

Step 12. **The results are displayed.**


Checker2
Overall rating
Congratulations!
You can use our service comfortably.
Details
Starts the email client to send the measurement results. They are sent to the V-CUBE Customer Support Centre.
Recommended Environment:
CPU : 1.5GHz or higher
Memory : 512MB or more
Protocol : RTMP over 1935 port traffic is required
Connection Speed : Downstream 512kbps / Upstream 256kbps or
Response Speed : 24ms or lower is required
Copies to the clipboard.
Returns to measurement.
<< Back
Send mail
Copy to clipboard
Result
Your system scan cleared our recommended requirements.
You can use our system comfortable.
It is possible to use system.
You can use it, but you may experience some delay.
Although it is possible to use our service you will most likely experience a continuous delay.
Sorry, your computer does not clear our minimum requirements.
Descriptions of grades

The check of the operating environment is now complete.

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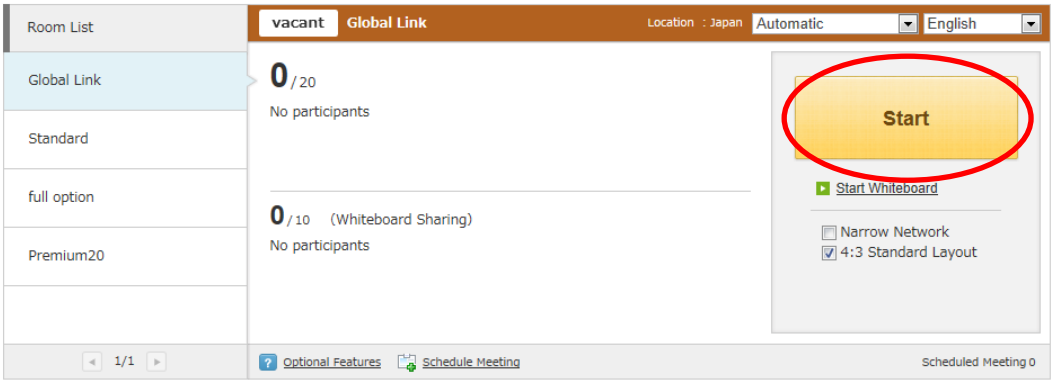
4 Entering a Meeting Room

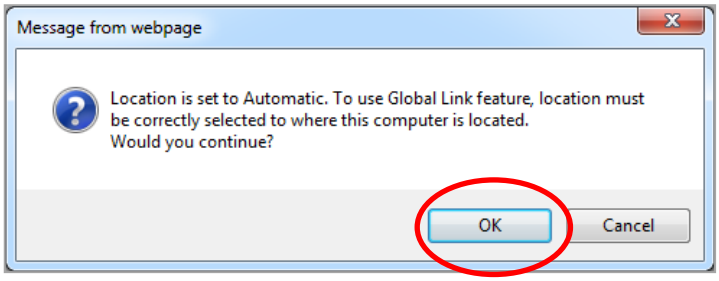
After setting the location, enter the meeting room.

Step 1. Click the Start button.



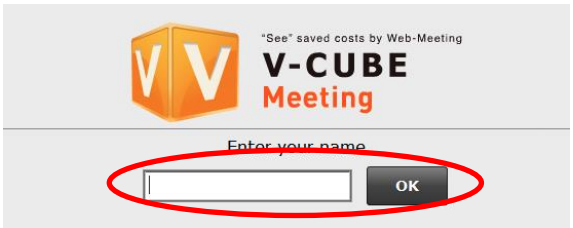
Step 2. Check the location setting and click the OK button.

By setting **Location** to **Automatic**, your computer will be automatically connected to the nearest V-CUBE data centre. If you select a location option other than **Automatic**, your computer will be connected to the data centre at your selected location.


Message from webpage
Location is set to Automatic. To use Global Link feature, location must be correctly selected to where this computer is located.
Would you continue?
OK
Cancel

Step 3. Enter a display name and click the OK button.

Note 1. You do not need to enter a name if you have already registered one in **Preferences**.



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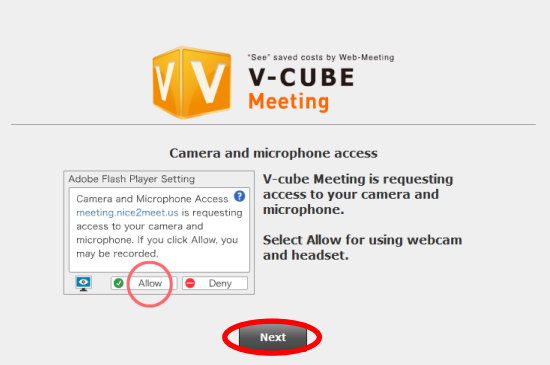
Step 4. Click the Next button.

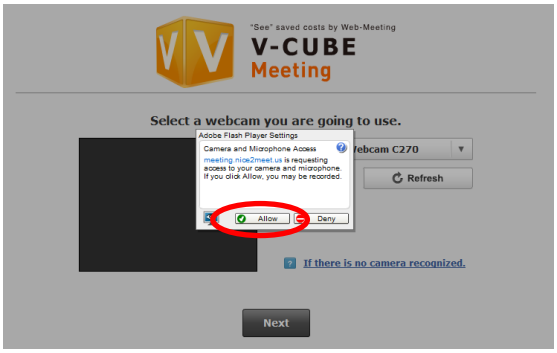
Note 2. This usage guidance page is displayed only when you use a user ID associated with a contract entered into after the update on 16 May 2012.

Note 3. The user guidance will be skipped if you skip the page for making the camera/microphone settings in the **Room Settings** in the **Administrative Menu**.


"See" saved costs by Web-Meeting
V-CUBE Meeting
Camera and microphone access
Adobe Flash Player Setting
Camera and Microphone Access
meeting.nice2meet.us is requesting access to your camera and microphone. If you click Allow, you may be recorded.
Allow
Deny
V-cube Meeting is requesting access to your camera and microphone.
Select Allow for using webcam and headset.
Next

Step 5. Allow access to your camera and microphone.

Note 4. Note you will be unable to communicate using video or sound if you click **Deny**.

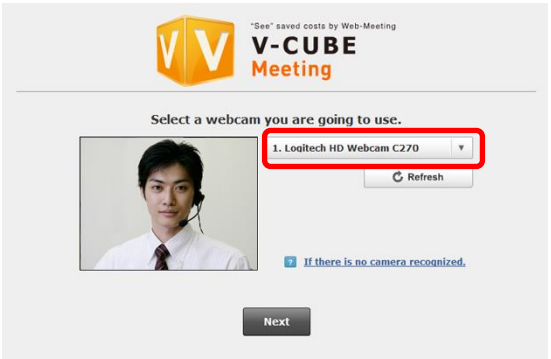


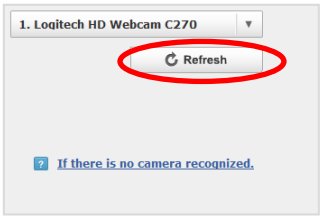
Step 6. Select a camera to use.

You can select a camera device to use for the meeting from the field enclosed in the red box on the right.

If the camera you have selected is not recognised, check you have connected the camera properly and click the **Refresh** button in the figure below. If you do not know how to make the connection, click **If there is no camera recognized**.

Note 5. Click the **Refresh** button to return to the name entry page.


"See" saved costs by Web-Meeting
V-CUBE Meeting
Select a webcam you are going to use.
1. Logitech HD Webcam C270
Refresh
If there is no camera recognized.
Next



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Step 7. Click the Next button.

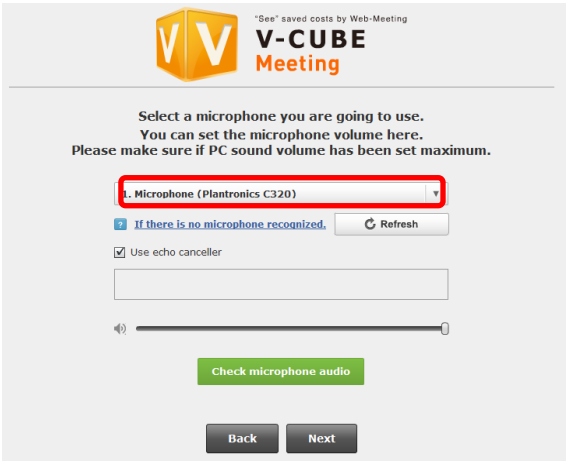
"See" saved costs by Web-Meeting
V-CUBE Meeting
Select a webcam you are going to use.
1. Logitech HD Webcam C270
Refresh
If there is no camera recognized.
Next

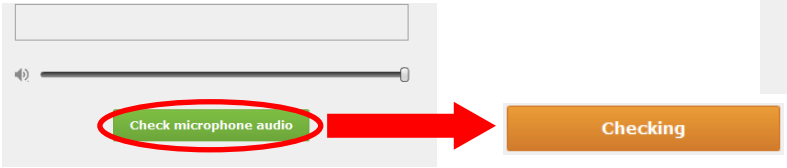
Step 8. Select a microphone to use.

You can select a microphone device to use for the meeting from the field enclosed in the red box on the right.

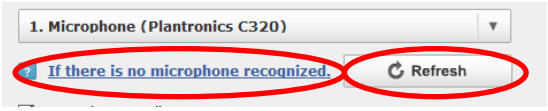
Click the **Check microphone audio** button after selecting a microphone to check the sound that the microphone is actually capturing (the sound which the participants at other sites will hear).

The button changes to the one shown below during the checking.


"See" saved costs by Web-Meeting
V-CUBE Meeting
Select a microphone you are going to use.
You can set the microphone volume here.
Please make sure if PC sound volume has been set maximum.
1. Microphone (Plantronics C320)
If there is no microphone recognized.
Refresh
Use echo canceller
Check microphone audio
Back
Next



If the microphone you have selected is not recognised, check you have connected the camera properly and click the **Refresh** button in the figure below. Click **If there is no microphone recognized** if you do not know how to connect it.



Note 6. Click the **Refresh** button to return to the name entry page.

Note 7. The **Use echo canceller** check box is enabled when you use Flash Player 10.3 or later and when your computer has a built-in sound device or when you use a web camera with a built-in microphone. Note that this may not function with speakerphones with an echo canceller or with some microphone devices. For details on how to use this functionality, refer to the **Tools** page.

Note 8. When you use Meeting for the first time with Flash Player 11.0 or later on or after 22 December 2011, the echo canceller functionality is set to on by default (**Use echo canceller** is selected). However, for computers and Web browsers with Flash Player 11.0 or later that have already been used to enter a meeting room before the above date, the above default setting is not applied and the settings made previously are used instead.

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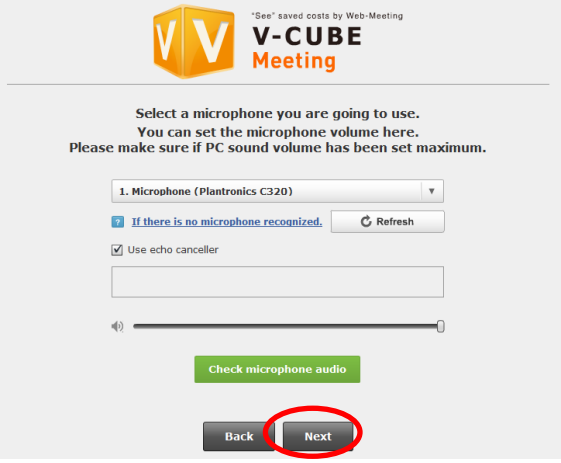
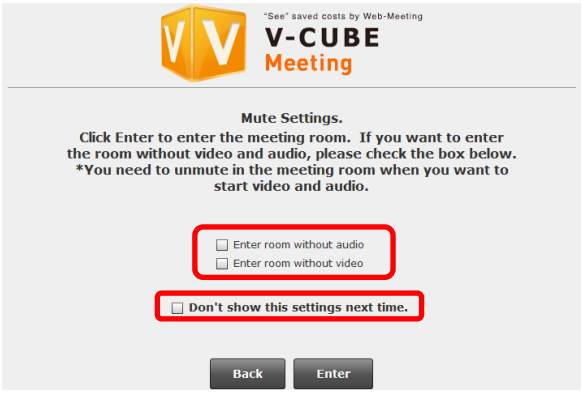
Step 9. Click the Next button.


"See" saved costs by Web-Meeting
V-CUBE Meeting
Select a microphone you are going to use.
You can set the microphone volume here.
Please make sure if PC sound volume has been set maximum.
1. Microphone (Plantronics C320)
If there is no microphone recognized.
Refresh
Use echo canceller
Check microphone audio
Back
Next

Step 10. Setting the microphone/camera to automatically mute when entering the meeting room.

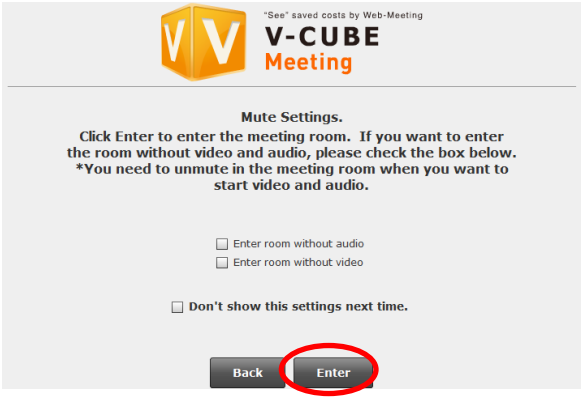
Selecting the **Enter room without audio** check box will allow you to set the microphone to automatically mute when you enter a meeting room.
Similarly, selecting the **Enter room without video** check box will allow you to set the camera to automatically mute when you enter a meeting room.

Select the **Don't show this settings next time** check box to display the basic settings page instead from now on.


"See" saved costs by Web-Meeting
V-CUBE Meeting
Mute Settings.
Click Enter to enter the meeting room. If you want to enter the room without video and audio, please check the box below.
*You need to unmute in the meeting room when you want to start video and audio.
Enter room without audio
Enter room without video
Don't show this settings next time.
Back
Enter

Note 9. You cannot clear these check boxes when **Enter Room Without Audio** and **Enter Room Without Video** are set to **Enabled (User Cannot Cancel)** in the **Room Settings** in the **Administrative Menu**. Cancel these settings when you have entered the meeting room.

Step 11. Click the Enter button.


"See" saved costs by Web-Meeting
V-CUBE Meeting
Mute Settings.
Click Enter to enter the meeting room. If you want to enter the room without video and audio, please check the box below.
*You need to unmute in the meeting room when you want to start video and audio.
Enter room without audio
Enter room without video
Don't show this settings next time.
Back
Enter

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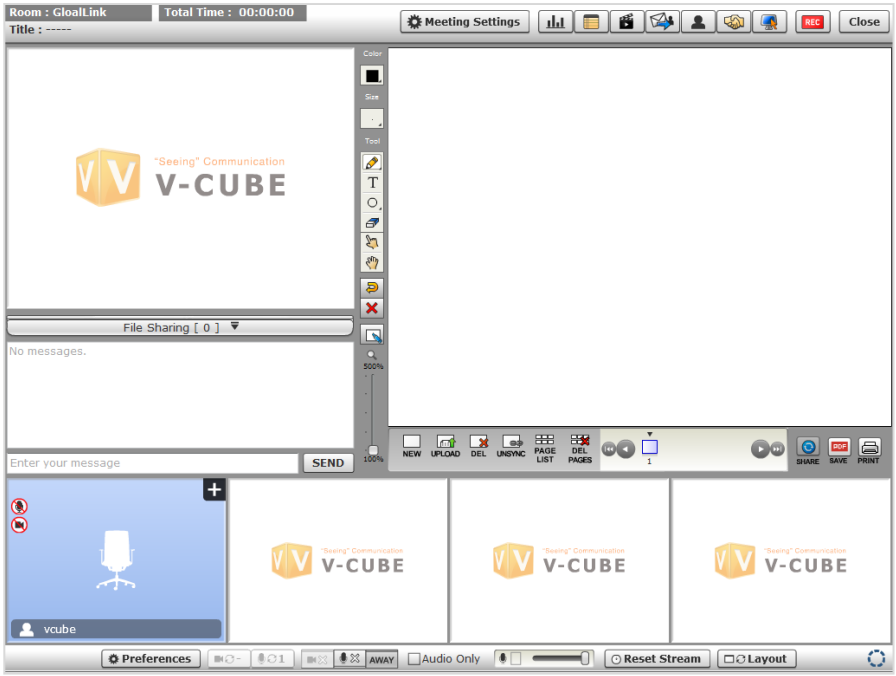
The meeting room browser window now opens.
The Global Link logo will be displayed at the lower right.



Note 10. The meeting room runs using Flash Player 9.0.124 or later since the 12 December 2009 update that included some additional new functions. If an older version of Flash Player is installed, meetings will start using the older version automatically when you enter a meeting room through **Start**. You can also have a meeting where both an older version and the current version of the Meeting interface are used together.

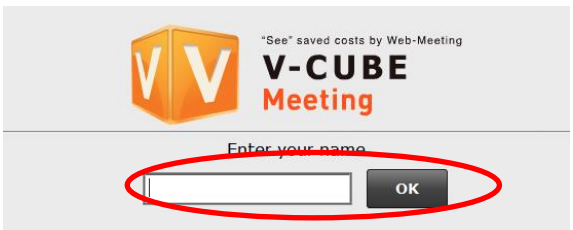
Note 11. If you use a user ID associated with a contract entered into after the update carried out on 16 May 2012, older versions of Flash Player cannot be used. In such a case, meetings will run with Flash Player 11 or later.

Note 12. If a browser window mode (standard (4:3) and wide (16:9)) has been set in the **Room Settings** in the **Administrative Menu** to use when entering a room, that browser window mode will be used when you enter a meeting room.

Entering a meeting room when you have selected the **Don't show this settings next time** check box in Step 9 or when you use an ID associated with a contract entered into prior to the update on 16 May 2012

Step 1. Enter a display name and click the OK button.

Note 1. You do not need to enter a name if you have already registered one in **Preferences**.



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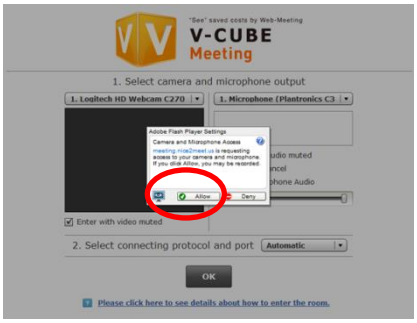
Step 2. Allow access to your camera and microphone.

Note 2. Note you will be unable to communicate using video or sound if you click **Deny**.



Step 3. Select a camera to use.

You can select a camera device to use for the meeting from the field enclosed in the red box on the right.

Selecting the **Enter with video muted** check box will allow you to set the camera to automatically mute when you enter a meeting room.

Note 3. You cannot clear the box when **Enter Room Without Video** is set to **Enabled (User Cannot Cancel)** in the **Room Settings** in the **Administrative Menu**.

Note 4. This feature is only available for user IDs associated with contracts entered into after the update carried out on 16 May 2012.

Step 4. Select a microphone to use.

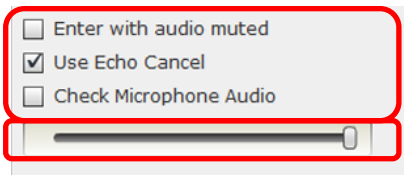
You can select a microphone device to use for the meeting from the field enclosed in the red box on the right.

Selecting the **Enter with audio muted** check box will allow you to set the microphone to automatically mute when you enter a meeting room.

Note 5. This feature is only available for user IDs associated with contracts entered into after the update carried out on 16 May 2012.

Selecting the **Use Echo Cancel** check box will allow you to control or remove interference, such as echoes, during a meeting.

Select the **Check Microphone Audio** check box after selecting a microphone to check the sound that the microphone is actually capturing (the sound which the participants at other sites will hear). You can also adjust the volume using the volume control.



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Note 6. The **Use echo canceller** check box is enabled when you use Flash Player 10.3 or later and when your computer has a built-in sound device or when you use a web camera with a built-in microphone. Note that this may not function with speakerphones with an echo canceller or with some microphone devices. For details on how to use this functionality, refer to the **Tools** page.

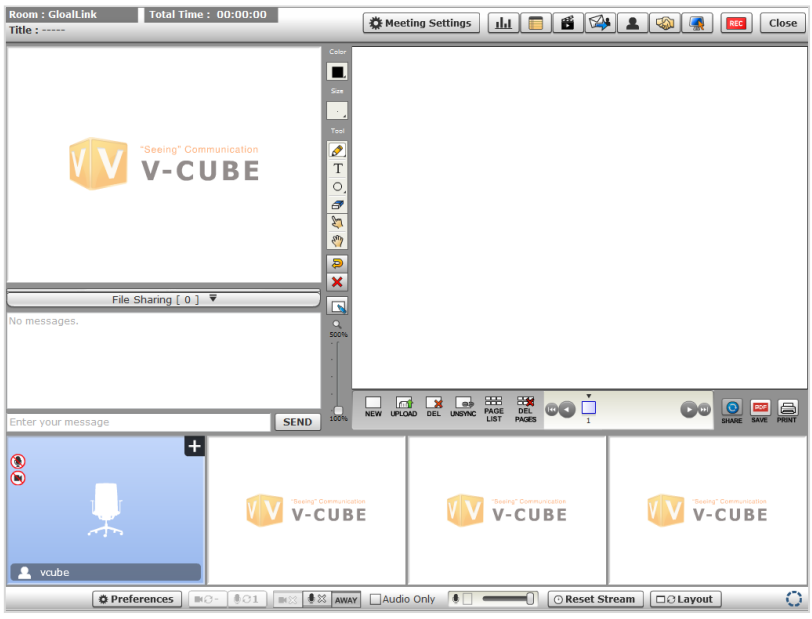
Note 7. When you use Meeting for the first time with Flash Player 11.0 or later on or after 22 December 2011, the echo canceller functionality is set to on by default (**Use echo canceller** is selected). However, for computers and Web browsers with Flash Player 11.0 or later that have already been used to enter a meeting room before the above date, the above default setting is not applied and the settings made previously are used instead.

Step 5. Select connection methods (protocol and port to use in a meeting) and click the OK button.

Note 8. **Automatic** is selected by default. You do not need to make these settings if you do not need to change the protocol and port.

"See" saved costs by Web-Meeting
V-CUBE Meeting
1. Select camera and microphone output
1. Logitech HD Webcam C270
1. Microphone (Plantronics C3
Enter with audio muted
Use Echo Cancel
Check Microphone Audio
Enter with video muted
2. Select connecting protocol and port
Automatic
OK
Please click here to see details about how to enter the room.

The meeting room browser window now opens.
The Global Link logo will be displayed at the lower right.



Note 9. The meeting room runs using Flash Player 9.0.124 or later since the 12 December 2009 update that included some additional new functions. If an older version of Flash Player is installed, meetings will start using the older version automatically when you enter a meeting room through **Start**. You can also have a meeting where both an older version and the current version of the Meeting interface are used together.

Note 10. If you use a user ID associated with a contract entered into after the update carried out on 16 May 2012, older versions of Flash Player cannot be used. In such a case, meetings will run with Flash Player 11 or later.

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Note 11. Even if you have set the protocol and port to connect to, they may be changed to different ones that are actually used for the connection depending on the environment you are using.

Note 12. If you have set protocol or port restrictions in the **Room Settings** in the **Administrative Menu**, the disabled protocols and ports will not be displayed or connected to.

Note 13. If you skip the page for making the camera/microphone settings in the **Room Settings** in the **Administrative Menu**, skip the pages for selecting a camera and microphone to use and for selecting connection methods (protocol and port) when entering a meeting room.

Note 14. If a browser window mode (Default Interface Layout Setting) has been set in the **Room Settings** in the **Administrative Menu** to use when entering a room, that browser window mode will be used when you enter a meeting room.

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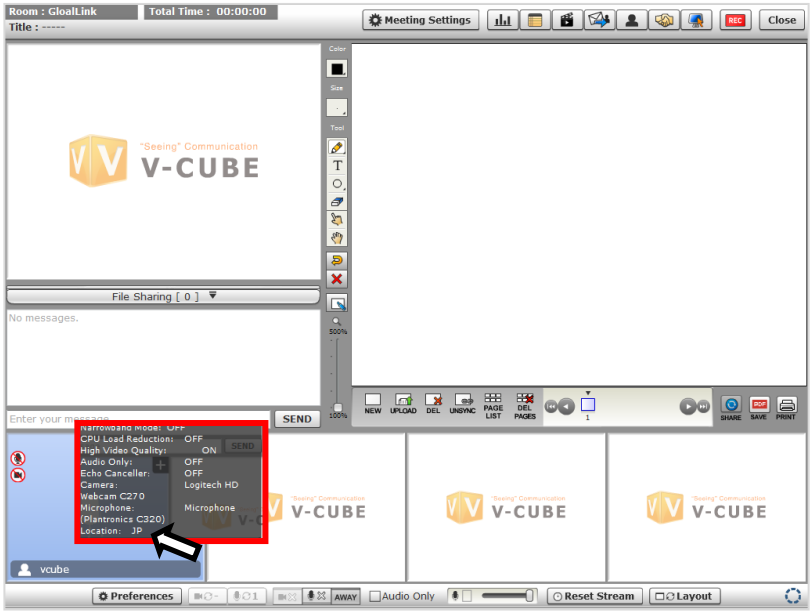
5 Checking Connected Data Centre

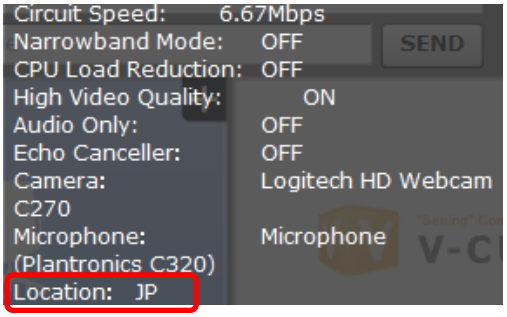
During meeting, you can check which data centre you are connected to.

Note 1. If you have entered the meeting room via V-CUBE mobile, the data centre will not be displayed. It is displayed only when you have entered the meeting room from computer.

Step 6. After entering the meeting room, place the mouse cursor on the video window.



At the bottom of the participant information window that is displayed by placing the mouse cursor on the video window, the **Location** information is displayed.



The connected data centre is indicated with two letters.

Japan	JP
China	CN
Singapore	SG
Malaysia	MY
Indonesia	ID
Thailand	TH
Vietnam	VN
India	IN
U.S.	US

You can now check the connected data centre.

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6 Delay Seconds

The numeric value displayed at the upper-left of the screen is the number of seconds that the other participant's sound is delayed by. The delay time is shown in a format of 0.000 seconds. If you set the microphone on mute or when you are away from the meeting room, the time does not change.

If you are using the Global Link option, 'L' is displayed before the delay seconds. The delayed second indication represents the delayed seconds between the computer you are using and the data centre.

Note 1. If your microphone device is not recognised, the delay may increase continuously as the system looks for a microphone device, and accordingly, it may appear that the video and sound have stopped. In such a case, leave the meeting room once, make the microphone settings and then enter the meeting room again.

Resolving delay problems

There are two ways to resolve delay.

Once you have resolved a delay problem, the system automatically connects to the server again.

Note 2. Even if your system reconnects to the server, the meeting itself will not be affected (the meeting will not be suspended).

Resolving delay problems manually

Click the **Reset Stream** button at the bottom of the meeting room browser window.

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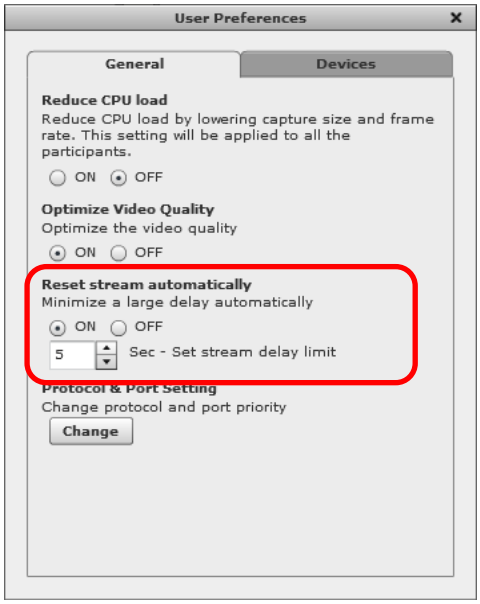
Reconnecting the system to the server with preset delay settings

Click **Preferences**.



Set **Reset stream automatically** to ON and set the conditions (a delay greater than a specific number of seconds) for reconnecting to the server.

You can set the delay setting from 1 and 10 seconds in half-second units.

This is the end of the description of Global Link.

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